



**STATE OF TENNESSEE  
Department of Finance Administration**

**Division of TennCare**

**REQUEST FOR INFORMATION  
FOR  
Medicaid Benefit Appeals Tracking System**

**RFI # 31865-00701**

**11/1/2018**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Finance Administration, Division of TennCare, Chief Medical Office (herein shortened to "Division of TennCare") issues this Request for Information ("RFI") to obtain information about available solutions in the marketplace to provide the following functionalities related to tracking TennCare-enrollee requests for appeals in response to adverse benefit determinations by the TennCare-enrollees' assigned Managed Care Contractor. The solutions must provide case management, workflow management, scheduling, reporting, and data analysis for enrollee requests for appeals resulting from MCC-proposed adverse benefit determinations.

**BACKGROUND:**

TennCare is the state of Tennessee's Medicaid program, providing health care for approximately 1.4 million Tennesseans. Unlike traditional fee-for-service Medicaid, TennCare is an integrated, full-risk, managed care program. TennCare is the only Medicaid program in the nation to enroll the entire state's Medicaid population in managed care.

TennCare benefits are offered through managed care entities known as Managed Care Contractors (MCCs). These MCCs include: three managed care organizations responsible for providing covered medical, behavioral, and long-term care benefits; one dental benefits manager; and one pharmacy benefits manager.

When a TennCare member's MCC denies a benefit/service requested for an enrollee or otherwise issues an adverse benefit determination, the TennCare enrollee may file a request for a "medical service" appeal/request for a state fair hearing from the Division of TennCare. Under TennCare's rules, this state fair hearing process includes the following: 1) a reconsideration phase where the MCC reviews its earlier adverse determination, 2) a TennCare pre-hearing medical necessity or coverage review, 3) a hearing before an Administrative Law Judge (ALJ).

The benefit appeals/fair hearing process requires strict adherence to legally mandated noticing requirements, detailed workflow/case management processes, and document/data security protocols. The process is currently managed by the software ProLaw, Siebel, Right Fax, Interchange and File Tracker ("ProLaw System").

TennCare currently contracts with Keystone Peer Review Organization, Inc. (KEPRO) to provide professional services associated with the benefit appeals/fair hearing process. Under this contract, KEPRO also provides maintenance and operations services for the existing TennCare ProLaw System.

TennCare is seeking to do the following: 1) obtain information on systems with a customizable, off-the-shelf software that includes end-to-end workflow tracking, notice processing, scheduling, case management, and reporting/analysis functionality for processes flowing from adverse benefit determinations; and, 2) identify typical maintenance and operations structures and costs for ongoing maintenance of these systems.

## **2. COMMUNICATIONS:**

2.1. Please submit your response to this RFI to:

Matt Brimm, Director of Contracts  
Department of Finance Administration  
Division of TennCare  
310 Great Circle Road  
Nashville, TN 37072  
615-687-5811  
Matt.Brimm@tn.gov

2.2. Please feel free to contact the Department of Finance Administration, Division of TennCare with any questions regarding this RFI. The main point of contact will be:

Matt Brimm, Director of Contracts  
Department of Finance Administration  
Division of TennCare  
310 Great Circle Road  
Nashville, TN 37072  
615-687-5811  
Matt.Brimm@tn.gov

2.3. Please reference RFI # 31865-00701 with all communications to this RFI.

## **3. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued	8:00 AM	11/1/2018
2.	RFI Response Deadline	4:00 PM	12/4/2018
3.	RFI Demonstrations Start Date	12:00 PM	12/10/2018
4.	RFI Demonstrations End Date	4:00 PM	12/19/2018

#### 4. GENERAL INFORMATION:

- 4.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 4.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 4.3. The State will not pay for any costs associated with responding to this RFI.

#### 5. INFORMATIONAL FORMS:

RFI #
TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4. TennCare seeks to gain insight about solutions and requests that respondents address the following topics:  A. Please describe how your solution addresses the following business needs: <ul style="list-style-type: none"><li>• Case Management</li><li>• Scheduling/calendar features</li><li>• Document management</li><li>• Interfaces with related systems</li><li>• Noticing</li></ul>

- Reporting/analysis
- Security

- B. What are the key features and differentiators of your solution?
- C. Provide examples of similar solutions that you have implemented successfully for Medicaid and/or Managed Care Organizations, and describe those experiences, including timelines from contract initiation to onset of operations.
- D. What deployment options does your solution offer, such as on-site, off-site, hosted, web portal, and/or cloud-based options?
- E. Please describe your approach to application/technical support and end user support/help desk.
- F. Please describe your approach to training end users.

#### **COST INFORMATIONAL FORM**

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods
3. Describe your licensing approach to any licensed hardware or software.

#### **ADDITIONAL CONSIDERATIONS**

1. Please provide input on alternative approaches or additional things to consider that might benefit the State: